



**CHARLOTTE-MECKLENBURG
POLICE DEPARTMENT
CITIZENS' GUIDE**

January 2021

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IMPORTANT PHONE NUMBERS

City of Charlotte

| | |
|---|---------------------|
| City Manager/ Mayor's Office | 704-336-2241 |
| Inlivan (formerly Charlotte Housing Authority) inlivan.com | 704-336-5183 |
| City CATS Bus and Transit Information | 704-336-7433 |
| City Community Relations | 704-336-2424 |
| City Code Enforcement | Call 311 |
| <i>Housing, graffiti, zoning, non-residential building code, health & sanitation, signage violations that occur M-F 8am-5pm (violations that occur at night and on the weekends are forwarded to CMPD by Code Enforcement/311)</i> | |
| Charlotte Planning, Design, & Development (Zoning Permitting) | 704-336-7600 |
| Charlotte Department of Transportation (CDOT) | 704-336-4119 or 311 |
| <i>Traffic management, parades and road races, pothole repair, right-of-way hazards, speed humps, bicycle program, block closings, road signs, beer and wine permits, school zones, high accident locations, street lights, urban street design, pedestrian program, wheel locks and towing</i> | |
| PARK IT | 704-432-PARK (7275) |
| <i>On-street parking, metered parking spaces</i> | |
| City Community & Commerce Division | Call 311 |
| <i>Business corridor & neighborhood revitalization, quality of life, energy resources, development and training</i> | |
| City Housing Services | Call 311 |
| <i>Affordable housing, rehabilitation, homeowner assistance, emergency housing, homeless assistance</i> | |
| City Solid Waste Services | Call 311 |
| <i>collection of: bulky items, garbage, recycling and yard waste, dead animal collection</i> | |
| Mecklenburg County Solid Waste Services | 980-314-3867 |
| Charlotte Planning Department | 704-336-2205 |
| <i>Annexation, public improvements, flood plains and watershed, land use, neighborhood organization, rezoning, transportation planning, urban design and development</i> | |
| City Small Business INclusion | 704-336-4137 |
| <i>Contracting opportunities, certification and seminars, corridor revitalization</i> | |
| Charlotte-Mecklenburg Storm Water Services | Call 311 |
| <i>Inspection for drainage problems, resolution of flooding problems, cleaning and repairing drainpipes, catch basins and culverts, repairing sinkholes, mapping and managing development of floodplains, preserving natural stream channels and floodplain function</i> | |
| Charlotte Water – Water and Sewer | Call 311 |
| <i>Conservation and management, water treatment facilities, laboratory services and testing</i> | |
| Dispute Settlement Program | 704-336-2903 |
| <i>Mediation for: Landlord / Tenant relations; Truancy, Self-referral, Misdemeanor complaints</i> | |

Mecklenburg County

| | | |
|---|-------------------|--------------|
| ABC Board.....3333 N. Tryon Street | FAX: 704-333-6313 | 704-731-5900 |
| Board of Elections | | 704-336-2133 |
| MEDIC – Reception | | 704-943-6000 |
| Parks and Recreation | | 704-314-1000 |
| Charlotte Mecklenburg Library (Main Branch) | | 704-416-0100 |
| Register of Deeds | | 704-336-2443 |
| General Court Information | | 704 686-0400 |
| Clerk of Superior Court Office Administration | | 704 686-0420 |
| Juvenile Court | | 704-686-0620 |
| Jury Service | | 704 686-0195 |
| Civil Small Claims | | 704 686-0060 |
| Small Claims Filing Information | | 704 686-0560 |
| Traffic Citations/Criminal Court | | 704 686-0600 |

| | |
|--|---|
| Family Court | 704-686-0202 |
| Court Case Flow Management | 704-686-0185 |
| District Attorney's Office | 704-686-0700 |
| Sheriff's Office | 704 336-8100 |
| Public Information Office (Dejah Gilliam) | 980-314-5170 |
| Charlotte Fire Department Headquarters | 704-336-4174 |
| Fire Prevention | 704-336-2101 |
| Media and Public Affairs Office | 704-336-2094 |
| Recruiting | 704-336-2979 |
| Domestic Violence and Victim Assistance | |
| Safe Alliance Greater Charlotte Hope Line (Parent support, Domestic Violence and Sexual Assault Intervention) | 980-771-4673 |
| Safe Alliance Victim Assistance Program (assistance with filing DV Protective Orders, court accompaniment, safety planning) | 704-336-4126 |
| NC SAVAN (victim notification of arrestee's release) | 1-877-627-2826 |
| VINE (victim notification of arrestee's release) | 1-800-247-9658 |
| National Domestic Violence Hotline | 1-800-799-7233 |
| Rape Crisis Assistance (24-hrs) | 980-771-4673 |
| DSS – Child Protective Services Hotline | 980-314-3577 |
| DSS - Adult Protective Services | 704-336-2273 |
| Domestic Violence Shelter (open 24 hrs. counseling, referrals and housing) | 704-332-2513 |
| Mecklenburg County Community Support Services – Domestic Violence Services | 704-336-3210 |
| Programa Confianza (DV counseling for Spanish-speaking victims) | 704-336-3210 |
| HERO (Program for children exposed to domestic violence) | 704-336-3210 |
| NOVA (New Options for Violent Actions) | 704-336-4344 |
| <i>(batterers' education program; educational groups; Spanish and English groups)</i> | SP 704-399-5878 |
| Domestic Violence Speakers Bureau (DVSB.Charmack.org) | 704-336-3210 |
| Drug or Alcohol Dependency/Medical Intervention | |
| Alcoholics Anonymous | 877-233-6853 |
| Al-Anon/Alateen | 704-523-1159 or 888-425-2666 |
| Atrium-Behavioral Health Center <i>(substance abuse and mental health services)</i> | 704-444-2400 or 800-418-2065 toll-free |
| Chemical Dependency Ctr. Char-Meck (Anuvia) | 704-376-7447 |
| Narcotics Anonymous | 980-705-2555 |
| Suicide Prevention Lifeline | 1-800-273-TALK (8255) |
| Assistance and Need Services | |
| Child Support Enforcement | 704-432-9300 |
| Crisis Assistance Ministries <i>(financial counseling, assistance with food, shelter, and clothing)</i> | 704-371-3001 |
| Child Abuse Prevention <i>(Child Abuse and Neglect Hotline)</i> | 919-829-8009 980-314-3577 |
| Mecklenburg County Bar Lawyer Referral Services | 704-375-0120 |
| Legal Aid of North Carolina – Charlotte Office (legal assistance in civil matters for low-income persons) | 866-209-5262 800-738-3868 |
| Charlotte Center for Legal Advocacy (legal assistance in civil matters for low-income persons) | 704-376-1600 800-438-1254 |
| Social Services <i>(public assistance with food and medical needs)</i> | 704-336-3000 |
| United Way Agencies (24-hour line) | 211 or 1-888-892-1162 |
| Just 1 Call information and assistance for seniors and adults with disabilities | 704-432-1111 |

Foreign Language (Immigrant) Resources

| | |
|--|--------------|
| Latin American Coalition | 704-531-3848 |
| Honorary Consulate of Mexico Charlotte - 4424 Taggart Creek Road | 704-394-2190 |
| El Salvador Consulate Charlotte – 1520 West Blvd. | 704-870-7046 |
| Carolina Refugee Resettlement | 704-535-8803 |
| The International House | 704-333-8099 |
| Legal Aid of North Carolina's Battered Immigrant Project | 866-204-7612 |
| Legal Services of Southern Piedmont Immigrant Justice Program -Spanish | 800-247-1931 |
| Mexican Consulate in Raleigh | 919-615-3653 |

Juvenile Services/Intervention

| | |
|--|--------------|
| Juvenile Crime Prevention Council | 704-336-7662 |
| Crimes Against Children | 704-336-2780 |
| CMPD Youth Diversion Program | 704-574-3186 |
| CMPD Domestic Violence Unit | 704-336-2379 |
| Youth and Family Services (Mecklenburg Department of Social Services) | 704-336-3000 |
| DJJDP (Dept. of Juvenile Justice and Delinquency Prevention) | 704-330-4338 |
| <i>(refer parents here for runaways and undisciplined youths for assistance)</i> | |

State Agencies

| | |
|--|----------------|
| Alcoholic Beverage Commission | 919-779-0700 |
| Alcoholic Law Enforcement (District VI) Tip Line 877-253-2436 | 704-454-5264 |
| Department of Motor Vehicles (DMV) Customer Service | 1-919-715-7000 |
| Driver's License 704-531-5563 704-527-2562 704-535-3832 | 704-392-3266 |
| Tags 704-535-2525 704-525-3832 | 704-399-8306 |
| Enforcement | 704-547-5777 |
| Probation/Parole aka Community Corrections | 704-563-4117 |
| State Bureau of Investigations | 704-454-5264 |
| <i>(toll free crime tips)</i> | 1-800-334-3000 |
| State Highway Patrol 12101 Mt. Holly-Huntersville Road | 704-331-3300 |
| Social Services (DSS) 704-336-3000 704-336-CARE | 704-336-2273 |

US Government Agencies

| | |
|---|--|
| U.S. Department of Homeland Security..... citizen line... operator | 1-202-282-8000 |
| U. S. Immigration Customer Service | 1-800-375-5283 |
| U.S. Marshall | 704-350-8000 |
| U.S. Secret Service | 704-442-8370 |
| Internal Revenue Service 704-548-4100 | 1-800-829-1040 |
| Federal Bureau of Investigations | 704-672-6100 |
| Bureau of Alcohol, Tobacco, Firearms and Explosives (Charlotte) | 704-716-1800 |
| Drug Enforcement Administration 404-893-7124 | 704-770-2050 |
| FDA - food safety questions 1-888-SAFEFOOD | 1-888-723-3366 |
| | 1-INFO-FDA 1-888-463-6332 |

Local Energy Companies

| | |
|--|----------------|
| Duke Energy Customer Service | 1-844-378-6352 |
| Piedmont Natural Gas Customer Service | 1-800-752-7504 |
| Report Dog Fighting (HUMANE SOCIETY - UNITED STATES) 1-877-TIP-HSUS | 704-377-0534 |
| | OR call 311 |

Elected Officials

NC Governor

Roy Cooper
Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699-0301
Phone: (919) 814-2000
Governor.office@nc.gov

NC Board of Elections **919-814-0700**
Information about candidates, voting, and
upcoming election schedules
www.ncsbe.gov/ncsbe

United States Senator

Richard Burr
217 Russell Senate Office Building
Washington, DC 20510
202-224-3154
www.burr.senate.gov

United States Senator

Thom Tillis
185 Dirksen Senate Office Building
Washington, DC 20510
202-224-6342
www.tillis.senate.gov

US House of Representatives District 5

Virginia Foxx
2462 Rayburn House Office Building
Washington, DC 20515
Phone 202-225-2071 or (Dallas Office) 336-778-0211
<https://foxx.house.gov/>

US House of Representatives District 8

Richard Hudson
2112 Rayburn House Office Building
Washington, DC 20515
Phone: 202-225-3715 or (Concord office) 704-786-1612
HUDSON@mail.house.gov

US House of Representatives District 9

Dan Bishop
132 Cannon House Office Building
Washington, DC 20515
Phone: 202-225-1976 or (Monroe Office) 704-218-5300
<https://danbishop.house.gov>

US House of Representatives District 10

Patrick McHenry
2004 Rayburn House Office Building
Washington, DC 20515
202-225-2576 or (Gastonia Office) 704-833-0096
<http://mchenry.house.gov>

US House of Representatives District 12

Alma Adams
2436 Rayburn House Office Building
Washington DC 20515
202-225-1510 or (Charlotte Office) 704-344-9950
<http://adams.house.gov>

Charlotte City Council

Charlotte Mayor Vi Alexander Lyles

Phone: 704.336.2241

E-mail: Mayor@charlottenc.gov

Mayor Pro Tem Julie Eiselt

Phone: 704.336.4099

Email: Julie.Eiselt@charlottenc.gov

At-Large Council Member Dimple Ajmera

Phone: 704.336.2777

E-mail: Dimple.Ajmera@charlottenc.gov

At-Large Council Member (vacant)

Phone:

E-Mail:

At-Large Council Member Braxton Winston II

Phone: 704.336-3185

Email: Braxton.Winston@charlottenc.gov

District 1 Representative Larken Egleston

Phone: 704.336.3433

Email: Larken.Egleston@charlottenc.gov

District 2 Representative Malcolm Graham

Phone: 704.336.6105

E-mail: Malcolm.Graham@ci.charlotte.nc.us

District 3 Representative Victoria Watlington

Phone: 704.336.3435

Email: Victoria.Watlington@charlottenc.gov

District 4 Representative Renee Perkins Johnson

Phone: 704-336-3436

E-mail: Renee.Johnson@charlottenc.gov

District 5 Representative Matt Newton

Phone: 704.336.3432

E-Mail: Matt.Newton@charlottenc.gov

District 6 Representative Tariq Bokhari

Phone: 704.336.3431

E-mail: Tariq.Bokhari@charlottenc.gov

District 7 Representative Edmund H. Driggs

Phone: 704-432-7077

Email: EDriggs@charlottenc.gov

Terms expire December 2021

Office of the Mayor

Charlotte City Council

600 East 4th Street

Charlotte, NC 28202-2244

City Manager Marcus D. Jones

Charlotte-Mecklenburg Government Center

600 East Fourth Street

Charlotte, North Carolina 28202

704-336-2241 (Phone)

704-372-2036 (Fax)

Email: marcus.jones@charlottenc.gov

Board of County Commissioners

Chair, Commissioner George Dunlap – District 3

Phone: 980-314-2873

E-mail: George.Dunlap@mecklenburgcountync.gov

Vice-Chair, Commissioner Elaine Powell – District 1

Phone: 980-314-2876

E-mail: Elaine.Powell@mecklenburgcountync.gov

Commissioner Vilma Leake – District 2

Phone: 980-314-2875

E-mail: Vilma.Leake@mecklenburgcountync.gov

Commissioner Mark Jerrell – District 4

Phone: 980-215-4119

E-mail: Mark.Jerrell@mecklenburgcountync.gov

Commissioner Laura Meier – District 5

Phone: 980-314-2877

E-mail: Laura.Meier@mecklenburgcountync.gov

Commissioner Susan Rodriguez-McDowell– District 6

Phone: 980-314-2878

E-mail: Susan.Rodriguez-Mcdowell@mecklenburgcountync.gov

Commissioner Ella Scarborough, At-Large

Phone: 980-314-2879

E-mail: Ella.Scarborough@mecklenburgcountync.gov

Commissioner Pat Cotham, At-Large

Phone: 980-314-2847

E-mail: Pat.Coatham@mecklenburgcountync.gov

Commissioner Leigh Altman, At-Large

Phone: 980-314-2871

E-mail: Leigh.Altman@mecklenburgcountync.gov

Terms Expire December 2022

Mecklenburg County
Commissioners/Manager's Office
600 East 4th Street
Charlotte, NC 28202

County Manager Dena Diorio

Phone: 980-314-2900

Assistant County Manager/Chief of Staff:

Derrick Ramos

Phone: 980-314-2900

For Public Information, E-mail:

William.Carroll@mecklenburgcountync.gov

CONTACTING POLICE

CHIEF OF POLICE 704-336-2337
INTERNAL AFFAIRS BUREAU 704-336-2336


DIVISION OFFICES

| | | | |
|---|---|-------------|--------------|
| ❖ | FREEDOM DIVISION | | |
| | 4150 Wilkinson Blvd..... | Office | 704-432-6795 |
| | WEST SERVICE CENTER..... | | 704-336-7600 |
| ❖ | NORTH TRYON DIVISION | | |
| | 4045-B North Tryon Street | Office | 704-336-8398 |
| ❖ | UNIVERSITY CITY DIVISION | | |
| | 8401 University Executive Park #120 ... | Office | 704-432-3900 |
| ❖ | NORTH DIVISION | | |
| | 10430-R Harris Oaks Blvd..... | Office | 704-432-3801 |
| ❖ | SOUTH DIVISION | | |
| | 8050 Corporate Center Drive, Suite 100..... | Sgt. Office | 704-336-3030 |
| ❖ | PROVIDENCE DIVISION | | |
| | 715 N Wendover Rd..... | Sgt. Office | 704-336-2878 |
| ❖ | INDEPENDENCE DIVISION | | |
| | 6711 City View Drive..... | Office | 704-336-2890 |
| ❖ | HICKORY GROVE DIVISION | | |
| | 7025 Albemarle Rd..... | Office | 704-336-3192 |
| ❖ | EASTWAY DIVISION | | |
| | 3505 Central Avenue..... | Sgt. Office | 704-336-8536 |
| ❖ | CENTRAL DIVISION | | |
| | 700 W 5th Street..... | Office | 704-336-5729 |
| ❖ | WESTOVER DIVISION | | |
| | 2550 West Boulevard..... | Office | 704-432-2442 |
| ❖ | STEELE CREEK DIVISION | | |
| | 2227 Westinghouse Blvd..... | Office | 704-336-7800 |
| ❖ | METRO DIVISION | | |
| | 1118 Beatties Ford Road..... | Sgt. Office | 704-336-8300 |
| ❖ | AIRPORT LAW ENFORCEMENT | | |
| | 601 E Trade Street | | 704-336-2260 |
| ❖ | Lake Unit..... | Lake Wylie | 704-558-1798 |
| | | Lake Norman | 704-896-2185 |

| | |
|--|--------------|
| <i>Homicide Cold Case Hotline</i> | 704-336-2358 |
| <i>Homicide Tip Line</i> | 704-432-8477 |
| <i>Vice and Narcotics Tip Line</i> | 704-336-8423 |
| <i>Vice and Narcotics Spanish Tip Line</i> | 704-432-1521 |
| Major Crash Investigation Unit..... | 704-336-4465 |
| <i>Crime Stoppers Tip Line</i> | 704-334-1600 |

Or text TIP372 plus message to CRIMES (274637)

Charlotte-Mecklenburg Animal Services ... 8315 Byrum Drive..... 704-336-8007

 Customer Service Line... dial 311, to make complaints & service requests, such as: loose dogs, aggressive animals, dog fighting, animal traps, and pet adoption questions
(For dead animal removal, please contact Solid Waste Services at 704-336-4304)

Charlotte-Mecklenburg Police Academy

1770 Shopton Road, Charlotte, N. C. 28217...Receptionist..... 704-432-1603

CMPD Website

The CMPD website at CMPD.org incorporates many crime-fighting and community safety tools.

- a) Filing a crime report
 - i. Go to the CMPD.org website and click on “Report a Crime” to determine if you can file online or if you should dial 311.
- b) Due to pending litigation against the City concerning the Federal Driver’s Privacy Protection Act, the CMPD will no longer be able to provide members of the public with DMV-349 reports. All requests for DMV-349 accident reports should be directed to the NC DMV. For additional clarity, our agreement with Lexis Nexis provided for public access of Accident Reports and Crime reports. With the conclusion of providing accident reports online, we are also required to stop sending Crime Reports to our online vendor. Public access to both of these will no longer be available. We have identified the following alternate methods for citizens to gain access to Accident and Crime Reports:

Accident Reports:

- i. Links on the public website and MyCMPD have been replaced with the link to NC DMV for citizens to get a copy of their accident report. Please note that you will be required to get the copy by mail only as there is no online access for these reports offered by the DMV.

Incident Reports:

Residents who want a copy of their public incident report can get a copy one of the following ways:

- i. If they provide their email address to the officer at the time the report is taken, they will automatically receive a copy of the report when the case is assigned to an officer for follow-up
 - ii. They can call 311 or the CMPD Records number [704-336-2848] and provide the complaint number or other information about the report and receive a copy via email
 - iii. They can email CMPD Records at CMPDPoliceRecords@cmpd.org and receive an email copy of the report
 - iv. They can visit CMPD HQ or any Division office and receive a copy of the incident report
 - v. Due to the nature of some crimes, certain reports will only be available in person; including sexual assaults, domestic violence, suicides; and vice and narcotics cases.
- c) Crime mapping service (click on the link “Locate Crime Areas”)
 - i. Search crime numbers around a specific address or street
 - ii. Narrow search by crime types, dates or agencies
 - d) All requirements for our Police Academy are listed on our website under “Recruiting the Best”, or you may call (toll-free) 1-877-525-6145 or (local) 704-432-1603 to talk to a recruiter.
 - e) Directives: All our directives, policies and procedures are posted on our website under CMPD e-Policing Resources.
 - f) A wealth of statistics can be found in the “Open Data Source” pages.
 - g) To register a rental property, click on the Rental Property Ordinance link; this will take you to the rental property section. In the rental property section, please select <https://rentalregistration.charlottenc.gov> and this will allow you to access the application for registration. If you have issues registering your property or any questions about the process, call 704-432-6044 to speak to the rental analysts.
 - h) To register your house or business alarm,
 - i. Click on “alarm registration/permit” under the Community Policing section.
 - ii. This will take you to the alarm registration page.
 - iii. The alarm section of the website is loaded with educational information regarding alarm systems and alarm registration.

- i) Other items under our Community Policing and E-Policing Resources sections:
 - i. employ an off-duty officer,
 - ii. traffic accident locations,
 - iii. local ordinances of interest,
 - iv. file an officer complaint, or commend an officer.
- j) Information about Charlotte and the CMPD can be found under “Our Organization” and “Our Response Areas”.
- k) Safety tips, information about CrimeStoppers, Homeland Security, alarm permits, and other community programs are among several valuable topics found under “For Your Safety”.
- l) Our Newsroom contains current and archived news about the CMPD.
- m) Our Fallen Officers memorial page can be found by clicking on the link at the bottom of the first page.
- m) Also posted on the CMPD website are our “cold cases” and “missing persons” cases.

QUESTIONS ABOUT CMPD

- 1) **Internships** - To inquire about paid college internships, contact the Police Academy Training and Recruiting Division at 704-432-2442. Cadets: for information about the Cadet Program, see the link on the CMPD.org website under “Recruiting the Best”.
- 2) **Noise permits** - To get a noise permit, please call CMPD’s Police Services Unit at 704-432-0428.
- 3) **Immigration**
 - a) CMPD provides police services to everyone in this community regardless of their immigration status. There are several reasons why this policy makes sense. These reasons include:
 - i) Victims of a crime will not report to the police if they believe they will be arrested or deported because they are without appropriate documentation.
 - ii) CMPD officers do not have the authority to enforce immigration laws concerning an undocumented immigrant if the only violation is being in the country without appropriate documentation. The authority to enforce immigration laws rests with federal law enforcement agents and not with CMPD.
 - iii) CMPD participates in the UVISA program, an immigration benefit that can be sought by victims of certain crimes who are currently assisting or have previously assisted law enforcement in the investigation or prosecution of a crime and who are likely to be helpful in the investigation or prosecution of criminal activity. You may submit an application for processing at www.cmpd.org and search for the UVISA Link at the bottom of the home page or use the following link:
<http://charlottenc.gov/CMPD/safety/Pages/Community-programs.aspx>
 - b) CMPD fully supports all enforcement efforts by the Immigration Customs Enforcement as it relates to violent criminal offenders and gang members. Additional information is available on the Immigration and Customs Enforcement website (www.ice.gov).
 - c) Immigration is a priority issue nationally and the Charlotte-Mecklenburg Police Department will continue to provide appropriate support to those who have the authority to enforce Federal law while we focus on reducing crime and increasing safety in our community.
 - d) CMPD does not keep statistics on undocumented immigrants. Our officers do not have the ability to check citizenship status. Please contact US Immigration: 704-672-6990.

- 4) **Background checks** Local Arrest Histories are not provided by the Charlotte-Mecklenburg Police Department.
 - a) All requests for arrest history information are handled by the Clerk of Court at 832 E. Fourth Street where a fee of \$25.00 is charged for the search, to be paid with cash, certified check, or money order. No personal checks are accepted. A request may be sent by mail. Call 704-686-0400 for details.
- 5) **311**
 - a) Citizens should contact 311 directly for:
 - i) Animal Control Calls (for a loose aggressive dog or an animal attack, call 911)
 - ii) Graffiti Calls (for racially motivated or gang related incidents, call 911)
 - iii) Parking Violations, Loitering (no criminal activity)
 - iv) Truancy
 - v) Noise/Fireworks
 - vi) Cable/Utility Threat
 - vii) Juvenile Complaints (no criminal activity)
 - viii) Abandoned Vehicles
 - b) 311 can also transfer the caller to the CMPD's Non-Emergency Police Services, who will file a report for lost property if those items might be used to steal a victim's identity.
 - c) If you are calling from outside of Mecklenburg County, dial 704-336-7600
- 6) **911 recordings:** To request a recording of a 911 call, please go to CMPD.org where you will find a link to the request form under Community Policing.
 - a) Include as much information as possible on the request:
 - i) Complaint number
 - ii) Time call was made
 - iii) Date call was made
 - iv) Reason for the request
 - v) Include the number the 911 call was placed from if available
 - vi) Include the location of the incident
 - vii) Your contact information including your email address
 - viii) If you are an attorney or insurance agent, please indicate whom you represent
 - ix) Unless you are the caller, attorney of record, or insurance agent, any personal information will be edited out
 - b) Once the request has been submitted and the recording is completed, you will be provided the recording by email. Completion time is approximately one week.

- 7) **ID Theft:** If you think your identity has been stolen:
- a) File a report with the jurisdiction where the crime occurred.
 - b) If the offense occurred in Mecklenburg County, or the jurisdiction where the crime occurred will not take a report AND you live in Mecklenburg County, call 311 to file a police report. If you are outside the Charlotte-Mecklenburg area, you can call 704-336-7600 instead of 311.
 - c) OR, you can file a financial identity fraud report online.
 - d) Check your credit report online for free at www.annualcreditreport.com.
 - e) Ask that a fraud alert be placed on your file if you discover accounts or inquiries that you did not initiate.
 - f) Contact the affected creditors as soon as possible and keep detailed notes.
 - g) Advise them of the fraudulent use of your information and request that they send you a fraud dispute form.
 - h) Most creditors will accept the FTC fraud affidavit found at <http://www.consumer.ftc.gov/articles/pdf-0094-identity-theft-affidavit.pdf>
 - i) The CMPD recommends that all financial fraud victims consider placing a security “freeze” on their credit. The credit security “freeze” should be done with all 3 major credit bureaus. This can be done by following the steps outlined by the North Carolina Department of Justice at <https://ncdoj.gov/protecting-consumers/protecting-your-identity/free-security-freeze/>
- 8) **Noisy neighbors**
- a) Our Nuisance Abatement Officer is Pat Barker. To report noisy neighbors, call 911.
 - b) If you call as soon as the problem starts, by the time the officer arrives, he/she may be able to hear the violation and handle it to his/her discretion.
 - c) If you’re concerned about your neighbors finding out that you called, you can ask that your name not be given out and make sure to tell the dispatcher that you do not want the police to come to your door.
 - d) If you have any more questions, please contact Ms. Barker either via e-mail (pbarker@cmpd.org) or her office phone (704-432-3844).
- 9) **Suspicious persons or vehicles:** The CMPD encourages you to call 911 anytime you feel that a suspicious person may be “casing” an area. That way, an officer can respond and speak to the person to determine if they are there legitimately.
- a) Please describe the suspicious person and vehicle, if possible, to the 911 operator so officers can locate him/her when they arrive.
 - b) To report a non-emergency “suspicious vehicle” that is unoccupied, dial 311 and be prepared to give any pertinent information to the operator; such as the tag number, make, model, color, bumper stickers, cracked windows, etc.; and the location of the car. A police officer will then come to the scene and run the tag.
 - c) If the vehicle has been used in a crime or is stolen, the CMPD will tow the vehicle. If not, your Homeowner’s Association, Business or Apartment Management will have to call a towing service to have the vehicle removed.
 - d) Please let the operator know, if you have requested an officer to respond, if you would like to speak with them when they arrive to discuss your options.

WHEN TO CONTACT THE MECKLENBURG COUNTY SHERIFF

1) Fingerprints

- a. The CMPD Explorers often fingerprint children for crime kits at special events and fairs. Please contact the Explorers' Office at 704-432-0432.
- b. For adult fingerprinting regarding non-criminal matters, please contact the Mecklenburg County Sheriff's Office Gun Permits Division at 704-336-3665. There is a \$10.00 fee. If the fingerprinting requires electronic submission, applicant must bring the proper electronic submission forms.

2) Inmates and warrant checks

- a. The Mecklenburg County Sheriff's Office maintains the website where photographs of arrested suspects are displayed. Please visit www.mecksheriff.com.
- b. You may search for arrested persons under "arrest" and "inmate" inquiry. The Mecklenburg County Sheriff's office website also has a link to allow searching for active warrants.

3) Firearm permits - To obtain information on how to apply for a firearm purchase or concealed carry permit, please contact the Mecklenburg County Sheriff's Office Permits Bureau Office at 704-336-3665.

LOCAL LAW ENFORCEMENT

Cornelius Police Department
21440 Catawba Ave Office: 704-892-1363
Cornelius, NC 28031
www.cornelius.org/189/Police-Department

Davidson Police Department
216 S. Main Street Office 704-892-5131
PO box 579
Davidson, NC 28036
www.ci.davidson.nc.us/126/Police-Department

Huntersville Police Department
9630 Julian Clark Ave Office 704-464-5400
Huntersville, NC 28078
<https://www.huntersville.org/180/Police-Department>

Matthews Police Department
1201 Crews Road Office 704-841-6701
Matthews, NC 28105
www.matthewsnc.gov/pview.aspx?id=20737&catid=567

Mint Hill Police Department
7151 Matthews-Mint Hill Rd
PO Box 690940 Office 704-545-1085
Mint Hill, NC 28227
[minthill.com/police_department.php? Police-Department-1](http://minthill.com/police_department.php?Police-Department-1)

Pineville Police Department
427 Main Street Office 704-889-2231
Pineville, NC 28134
www.pinevillenc.gov/Departments/Police/tabid/132/Default.aspx

UNC Charlotte – Police & Public Safety
9151 Cameron Blvd Office 704-687-8300
Charlotte, NC 28223
<http://police.uncc.edu/>

CPCC Security Non-emergency 704-330-6632
<https://www.cpcc.edu/college-security>

Charlotte-Mecklenburg Schools Police Department
4335 Stuart Andrew Blvd. Office 980-343-6030
Charlotte, NC 28217
<http://www.cms.k12.nc.us/cmsdepartments/safety/SchoolLawold/Pages/About%20Us.aspx>

Gaston County Law Enforcement

Gastonia Police Department
200 East Long Avenue, Office 704-866-3300
Gastonia, NC 28052
<http://www.cityofgastonia.com/police-main>

Gaston County Sheriff's Office
425 Martin Luther King Jr. Way Office 704-869-6800
Gastonia, NC 28052
<http://www.gastoncountysheriffsoffice.com/>

Gaston County Police Department
420 West Franklin Blvd Office 704-866-3320
Gastonia, NC 28053-1578
<http://www.gastongov.com/government/departments/police/index.php>

Mount Holly Police Department
400 E Central Ave. Office 704-827-4343
Mount Holly, NC 28120
<https://www.mtholly.us/police-department.php?Police-Department-1>

Cramerton Police Department
155 N Main Street Office 704-824-7964
Cramerton, NC 28032
<http://cramertonpd.org/>

Union County Law Enforcement

Monroe Police Department
218 E. Franklin Street Office 704-282-4700
Monroe, NC 28112
<https://www.monroenc.org/Departments/Police>

Stallings Police Department
315 Stallings Road Office 704-821-0300
Stallings, NC 28104
<https://www.stallingsnc.org/Your-Government/Departments/Police-Department>

Waxhaw Police Department
3620 Providence Road South Office 704-843-0353
Waxhaw, NC 28173
<http://www.waxhaw.com/index.aspx?nid=127>

Wingate Police Department
4114 Highway 74 E Office 704-233-1697
Wingate, NC 28174
<https://www.townofwingatenc.gov/174/Police>

Union County Sheriff's Office
3344 Presson Road Office 704-283-3789
Monroe, NC 28112
<http://www.unioncountysheriffsoffice.com/>

Cabarrus County Law Enforcement

Concord Police Department
PO Box 308 Office 704-920-5000
41 Cabarrus Ave W
Concord, NC 28026
<http://www.concordnc.gov/Police>

Kannapolis Police Department
401 Laureate Way, Office 704-920-4000
Kannapolis, NC 28081
<http://www.kannapolisnc.gov/Government-Departments/Police>

Cabarrus County Sheriff's Office
30 Corban Ave SE Office 704-920-3000
Concord, NC 28025
<https://www.cabarruscounty.us/government/departments/sheriff/>

OTHER POLICE AGENCIES

AMTRAK Police 800-331-0008
Or text to APD11 (or call 9-1-1)
<https://police.amtrak.com>

Rowan County Sheriff's Office
232 North Main Street Office 704-216-8700
Salisbury, NC 28144
<https://www.rowancountync.gov/485/Sheriffs-Office>